

Workplace Alaska

Class Specification Network Specialist I, ACS

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Category: Professional	Class Title: Network Specialist I, ACS
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Last Update Comments:

Definition:

Under general direction, Network Specialists I administer and maintain statewide network operating systems and server support for the Alaska Court System. Incumbents are directly involved in the planning, installation, and implementation of services involving network operating systems, as well as providing microcomputer hardware, software, and server support to end users. Additionally, the Network Specialists provide support services in maintaining and updating audio, video, telecommunications, digital technology, and all related hardware and software. Network Specialists I perform analytical, technical and administrative work in the design, installation, maintenance, and trouble-shooting of servers, network based computer systems and services. They develop and provide appropriate training and assistance to users and technical staff.

Distinguishing Characteristics:

The Network Specialist I is a fully proficient network administrator. Incumbents perform highly complex technical duties requiring the ability to independently analyze system problems and provide reliable and cost effective technological solutions for the Alaska Court System. Duties require a high degree of independent judgment in dealing with various court personnel, the public and other governmental agencies. Incumbents are frequently required to evaluate and meet complex systems needs and resolve problems with minimal assistance.

The Network Specialist I is directly involved with maintenance of microcomputer networks and other electronic systems. They are oriented toward providing microcomputer hardware and software support services to end-users.

Network Specialist I is distinguished from the Network Specialist II by the primary responsibility of the Network Specialist II to administer complex microcomputer networks that incorporate a variety of computing platforms, operating systems and/or data transmission protocols, that serve a large number of end-users. The Network Specialist II has an active role in setting standards for electronic systems utilized by the court system and represents the advanced level network administrator.

Supervision Received: Network Specialists I work under general direction of the Network Manager. Evaluation is based on overall production and efficiency.

Supervision Exercised: Incumbents in this job class may supervise technical support staff as necessary.

Examples of Duties:

Perform network needs analysis, network design, and installation to meet court system needs.

Plan, install, and maintain multiple computer operating systems and computer server operating systems.

Coordinate, install, and maintain network hardware including computer servers, network switches and routers, firewalls, and related security products.

Install, maintain, and enhance local area networks and wide area networks statewide in accord with the court system's policies and procedures.

Install, maintain, and enhance hardware connections to the state and the court system wide area networks in accordance with state and court system policies and procedures.

Maintain and install network-based software including servers, anti-virus, and security-related products.

Provide specialized technical expertise to research and resolve complex problems in the network and server environment, which may involve coordination of hardware and software vendors.

Perform system administration and maintenance. Develop and implement quality assurance and performance monitoring to resolve data network problems using testing software and equipment to determine problem origin. Analyze network components, hardware and software.

Coordinate and perform repair and maintenance of complex digital and analog electronic systems including audio equipment, telephone systems, telecommunication equipment, and several data processing systems.

Interface with local telephone utilities in the installation and repair of telecommunication systems.

Provide technical support and training for court staff on enterprise systems including network connectivity, electronic messaging, office productive systems, automated computerized systems, and system administration systems.

Prepare oral and written presentations for management approval.

May be assigned team leader responsibilities.

Travel to court locations throughout Alaska as required.

Knowledge, Skills and Abilities:

A Network Specialist I requires substantial knowledge of:

- Peripherals, networks, and associated computers.
- System commands for at least one microcomputer network operating system.
- Network and microcomputer hardware configuration, and communication systems.
- At least one commonly used audio system.

A Network Specialist I requires skill in order to:

- Effectively troubleshoot problems for the areas listed above and demonstrate the appropriate degree of flexibility in problem solving.
- Use diagnostic software for microcomputers and networks.
- Maintain, repair, construct, install, and modify a variety of electronic equipment.
- Analyze issues and develop solutions.
- Develop and provide training and assistance to team members and network users, both orally and in writing.

A Network Specialist I requires the ability to:

- Communicate clearly, concisely, and effectively with users and outside agencies.
- Deal effectively and tactfully with court personnel, the general public, and other branches of government as needed.
- Identify issues, analyze facts, recommend solutions, and take appropriate action.
- Exercise flexibility and good judgment.
- Establish and maintain cooperative working relationships.

Minimum Qualifications:

Three years of professional experience in networking, information technology analysis and troubleshooting, system maintenance, computer hardware and software installation and maintenance, network utilities and services, and database management; one year of which MUST be in Microsoft-based network operating systems.

Substitution:

A bachelor's degree in Information Technology, Computer Engineering, Computer Science or a closely related field may be substituted for the two years of non-specific professional experience.

OR

A Microsoft Certified Systems Engineer (MCSE) certificate or relevant certification may be substituted for one year of the non-specific professional experience.

Required Job Qualifications:

(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)

Special Note:

This position is in the partially exempt service.

Minimum Qualification Questions:

Do you have three years of professional experience in networking, information technology analysis and troubleshooting, system maintenance, server hardware and software installation and maintenance, network utilities and services, and database management; one year of which MUST be in Microsoft-based network operating systems?

Or Substitution:

Do you have a bachelor's degree in Information Technology, Computer Engineering, Computer Science or a closely related field?
AND

Do you have one year of professional experience in Microsoft-based network operating systems?

Or Substitution:

Have you received a Microsoft Certified Systems Engineer (MCSE) certificate or relevant certification?

AND

Do you have two years of professional experience in networking, information technology analysis and troubleshooting, system maintenance, server hardware and software installation and maintenance, network utilities and services, and database management; one year of which MUST be in Microsoft-based network operating systems?